



## **INTERNET SERVICE PROVIDER EMERGENCY OFFERINGS**

Updated: 25 March 2020

The following emergency offerings by Internet Service Providers was compiled by the NM Public Education Department (PED) and the Homework Gap Team (PED, Department of Information Technology, State Library, Public Schools Facility Authority, Santa Fe Indian School, and the Navajo Nation) through a request to New Mexico Internet Service Providers (ISP) for their emergency offerings during the Covid19 pandemic. In addition, the “Team” also has included national offerings specific to New Mexico that are being compiled by the State Education Technology Directors Association (SETDA). The goal is to provide resources for staying connected to broadband during the mandatory school closures. We will update this information as new information is shared with the “Team.” Lastly, the “Team” has put together a companion document that includes helpful links supporting at home education. Specific questions regarding these documents please contact John Chadwick, NM PED Educational Technology Contact and E-Rate Coordinator at [John.Chadwick@state.nm.us](mailto:John.Chadwick@state.nm.us)

### **New Mexico Internet Service Providers**

**CenturyLink:** <https://www.centurylink.com/>

“At CenturyLink, we know our customers are counting on us to keep our network running so our children can continue to learn and the world’s businesses can continue to run efficiently. We stand ready, willing and able to meet our customers’ near-term and long-term needs and are prepared to ensure traffic flows smoothly across our network, regardless of increased demand. Today, we are committed to the FCC’s ‘Keep Americans Connected Pledge’ outlining these actions.

- Committing to the FCC’s ‘Keep Americans Connected Pledge’ to waive late fees and not terminate residential or small business customer’s service for the next 60 days due to financial circumstances.
- Suspending data usage limits.
- Offering K-12 schools, colleges, universities, libraries, and state and local government agencies increased broadband speeds for free for 60 days at existing service locations with qualifying facilities.
- Automatically increasing broadband speeds where technically feasible for residential customers currently enrolled in plans offering 20 Mbps or less .
- Continuing to offer Federal and State Lifeline discounts to qualifying low-income customers' broadband and voice services.

While the very nature of a pandemic outbreak is unpredictable, CenturyLink is constantly reviewing, refining and updating our approach to the coronavirus to ensure business continuity and ultimately service to our customers. <https://news.centurylink.com/covid-19>

- **Contact:**
- CenturyLink NM  
800-244-1111

**CityLink:** <http://www.citylinkfiber.com/>

- CityLink will NOT disconnect any customer for non-payment of invoices that are dated March 16th forward until this emergency is over
- CityLink will NOT charge any late fees or interest on customer accounts for invoices dated March 16th forward.
- CityLink will work with customers to setup alternative payment plans during these challenging times.
- CityLink has never had "data-usage-caps", so that doesn't apply.
- CityLink, a New Mexico Company, is willing to work with social service entities (FIT, ECN, CDD, and others) to help deploy reliable broadband to support tele-medicine / tele-working needs. If they are in an area we can service will install at NO COST and provide the service, up to 25Mb/s for FREE during this emergency.
- CityLink is open to other ideas to help make sure that New Mexican's have access to broadband. Happy to brainstorm on other ideas. Basically if we can get the bits to the location we can probably do something to help.
- Specifics of these general statements will be in an upcoming press-release and communications to our customers
- **Contact:** John Brown, CISSP  
Managing Director  
CityLink Telecommunications NM, LLC  
CityLink Wireless, LLC  
[john@citylinkfiber.com](mailto:john@citylinkfiber.com)

**Continental Divide Electric Cooperative/Redbolt Broadband** <http://www.redboltbroadband.com/>

- Red Bolt Broadband will continue to offer the speeds, quality of service, and uncapped data limits that its FTTH service brings to its residential and commercial customers.
- In response to COVID-19 Red Bolt Broadband will work to ensure that no subscriber is disconnected from vital communications services.
- In addition, Red Bolt Broadband is working with the municipalities of the City of Grants and Village of Milan to deliver free WiFi hot spots to key public parks within its service territory.
- Contact: William Dixon  
[WDixon@cdec.coop](mailto:WDixon@cdec.coop)

**Comcast:** <https://www.xfinity.com/>

On March 13, Comcast announced we're taking steps to implement the following new policies for the next 60 days, and other important initiatives, to give homebound students access to broadband and ensure all people stay connected:

- **Internet Essentials Free to New Customers:** We are making it even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation's largest and most comprehensive broadband adoption program. [New customers will receive 60 days of complimentary Internet Essentials service](#), which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward. **The best, easiest, and fastest way to take advantage of the two-months free offer is for families to sign up from their mobile device at [www.InternetEssentials.com](http://www.InternetEssentials.com).** The accessible website also includes the option to video chat with customer service agents in American Sign

Language. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.

- Attached is a bilingual flyer you can share to make families aware of this resource.
- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit [www.xfinity.com/wifi](http://www.xfinity.com/wifi). Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots and then launch a browser.
- **Pausing Our Data Plan:** With so many people working and educating from home, we want our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.
- **No Disconnects or Late Fees:** We will not disconnect a customer’s internet service or assess late fees if they contact us and let us know that they can’t pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.
- **News, Information and Educational Content on X1:** For those with school-age students at home, we’ve created new educational collections for all grade levels in partnership with Common Sense Media. Just say “education” into your X1 or Flex voice remote. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say “Coronavirus” into your X1 or Flex voice remote.
- **24x7 Network Monitoring:** Underpinning all of these efforts, Comcast’s technology and engineering teams will continue to work tirelessly to support our network operations. We engineer our network capacity to handle spikes and shifts in usage patterns, and continuously test, monitor and enhance our systems and network to ensure they are ready to support customer usage. Our engineers and technicians staff our network operations centers 24/7 to ensure network performance and reliability. We are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well.
- **Contact**  
Chris Dunkeson  
505.271.3700  
[Chris\\_dunkeson@cable.comcast.com](mailto:Chris_dunkeson@cable.comcast.com)

**Cybermesa:** <https://www.cybermesa.com/index.htm>

- Cybermesa is available to install outdoor WiFi mesh to allow access outside of buildings.
- Cybermesa will provide phone support for schools outside of Santa Fe.
- Info: There is free WiFi on the Santa Fe Plaza
- **Contact** Jane M. Hill  
[jhill@cybermesa.com](mailto:jhill@cybermesa.com)

**Frontier** <https://www.frontier.com>

Frontier Communications joined as a partner in the FCC’s Keep Americans Connected Pledge to promote connectivity for Americans impacted by the disruptions caused by the Coronavirus. Frontier Communications pledged for the next 60 days to:

- not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic; and
- waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.

Frontier's High-Speed Internet service has no data caps, so students along with others transitioning to work at home arrangements will not have to be concerned with incurring costs for data overages. Frontier is also working with our commercial customers who have been forced to close on a case-by-case basis. The Company continues to fulfill new customer requests and is exploring additional ways to provide relief.

Residential customers 1-800-921-8101

Repair and Technical support personnel are available 24 hours a day, 7 days a week. Sales center personnel are available Mon-Fri 7:30 am-10pm EST, Sat – Sun 8am-9pm EST

Business customers 1-800-921-8102

Repair and Technical support personnel are available 24 hours a day, 7 days a week. Sales center personnel are available Mon-Fri 7am-11pm EST, Sat – Sun closed.

In addition, Frontier's plan includes development of resources to communicate information to employees, and business partners on our response plans and keep our stakeholders informed of the latest COVID-19 information. This includes a Frontier Advisory on [frontier.com](http://frontier.com) where updates will be posted as this situation evolves.

**Kit Carson Electrical Coop** <http://www.kitcarson.com>

- Step One: After Meeting, KCEC and area Educators agreed to collaborate by sharing information regarding student populations and needs. As an outcome, a questionnaire was created to gather specific information on the students. (copy attached) Educators prepared the questionnaire and KCEC added it to our website to aid in gathering the data.
- Step Two: KCEC agreed to immediately create and enable 14 Wi-Fi Hotspots throughout its service areas that students could travel to in their community and work from the car if necessary. The first two public locations were activated on 3/16 and the remaining public sites will be activated by 3/20 with all 14 being available at that time. We have 2-4 activations scheduled daily throughout the service area. The public networks will be available from 7 am to 9 pm and will be password protected. The passwords will be shared by educators & KCEC for the public areas. Since these are wireless connections, students will be able to work in isolated environments (their cars) if they so choose.
- Step Three: KCEC and Educators are gathering the results of the questionnaire and have created an emergency installation and connection plan for students lacking access to broadband by focusing initially on Seniors in High School and College Students from area schools that can still take advantage of distance learning opportunities should the pandemic last longer than expected.
- Secondly, KCEC will concentrate on all other grades to attempt rushed installation to connectivity. To accomplish this, KCEC will enable its own internal staff and the services of three outside contracting firms already doing work for the cooperative. We plan to scale as necessary.
- Step Four: KCEC will agree to contact all interested parties that have a need for connectivity for their children. During this emergency, KCEC will agree to connect (free of charge) those qualified parents with children in area schools who cannot afford to connect. KCEC will waive all installation and activation fees at this time as well as not requiring service contracts during the emergency. The cost of this commitment will be sizable to KCEC. The customer will commit to taking some level of service that is offered starting with our initial offering of 25/25 Mg for as low as \$29.95/month plus applicable

fees & taxes. Additional speeds of service are available up to 1G at the current time and in the future up to 10G.

- The Customer must agree to take at least the lowest level of service and have submitted a questionnaire that indicates children and grades at home needing the connection. Additionally, because most modern tablets and other handheld devices rarely have an ethernet port, KCEC is also including an inexpensive wireless router for the home to enhance connectivity of devices. This a true fiber to the home connection for the student/parent.

### **Kit Carson Internet community Wi-Fi – hot spots for students**

**Hours of operation: 7 a.m. – 9 p.m. daily**

**Access is password protected:**

SSID: Kit Carson Guest Wi-Fi

Password: Kitc@rson2020

- Amalia - Community Center - 579 State Road 196 Router Wi-Fi
  - Angel Fire - Ihub Building - 3365 Mountain View Boulevard
  - Eagle Nest - Eagle Nest Park - 151 Willow Creek Road
  - El Rito West - Library - 182 Placitas Road (State Road 215)
  - Costilla - Community Center - 35 State Road 196
  - Questa - Kit Carson Office - 2648 State Road 522
  - Peñasco - San Antonio de Padua Church Rectory - 14079 State Road 75
  - Red River - Library - 702 East Main Street
  - Taos – Kit Carson Park - 211 Paseo del Pueblo Norte
  - Taos - Fred Baca Park - 301 Camino del Medio
  - Taos - Eco Park - 940 Salazar Road
  - Taos - Kit Carson Electric parking lot - 118 Cruz Alta Road
  - Talpa - Community Center - 4 Archuleta Road
  - Vadito - Community Center - 5 Picuris Road
- **Contact**  
Luis Reyes, CEO or Michael Santistevan, Public Relations at 575.758.2258

**La Canada Wireless Association** <https://www.lcwireless.net>

Our Board of Directors adopted a motion addressing several points relating to the coronavirus issue.

- LCWA will not terminate, reduce or limit service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic.
- LCWA will waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.
- LCWA members having difficulty with work-at-home or school homework services may apply to the tech group for assistance in ensuring that their service is as capable of supporting such services as is technically possible.
- LCWA will establish a fund to which members may donate to assist fellow members having coronavirus related payment difficulties.
- LCWA does not currently have a data cap, and has no plans to introduce one. In order to protect both our members and our volunteers we have had to institute a temporary hold on new memberships for

the duration of the coronavirus crisis. We have also adopted measures which allow us to minimized volunteer site visits and reduce person-to-person contact when service visits are unavoidable. We are monitoring our usage patterns and capacity, and have recently acquired some additional surge capacity.

- **Contact** Rob Hausman  
[president@lcwireless.net](mailto:president@lcwireless.net)
- Info: MintMobil, a pre-paid service is offering free unlimited data.
  - Link: <https://www.mintmobile.com/unlimited/>

**LEACO** <https://www.leaco.org>

- LEACO is waiving installation charges for students, in our fiber serving area, needing a broadband connection to work from home.
- LEACO imposes no “Data Caps” on our Broadband connections. We offer a 10/1mbps fiber internet connection for \$19.99 per month
- LEACO also provides a donated Broadband connection to the Boy’s and Girl’s club in Hobbs which has an equipped IT room for students as well as WIFI access at that facility to allow students access for homework needs.
- LEACO has turned in a request to increase our transport connections to the World Wide Web to make sure we meet the needs of all those working from home doing business. We hope to have that increase of bandwidth implemented in the next few days. Leaco also supports (4) redundant connections to the WWW to ensure service to the World Wide Web.
- LEACO is also monitoring and staying in contact with the schools to ensure their broadband needs are met to maintain enough bandwidth for the additional needs of those at home students.
- **Contact** Sid Applin [sapplin@leaco.org](mailto:sapplin@leaco.org)

**Los Alamos Network** <http://losalamosnetwork.com/>

- LANet will NOT disconnect any customer for non-payment of invoices that are dated March 16th forward until this emergency is over
- LANet will NOT charge any late fees or interest on customer accounts for invoices dated March 16th forward.
- LANet will work with customers to setup alternative payment plans during these challenging times.
- LANet has never had "data-usage-caps".
- **Contact:** Allan Saenz [asaenz@losalamosnetwork.com](mailto:asaenz@losalamosnetwork.com)

**<https://www.nmsurf.com>**: <https://www.nmsurf.com/>

- NMSurf will waive all late fees for those personnel that are monetarily affected by the Corona Virus.
- NMSurf will not shut off any customers for 60 days that are monetarily affected by the Corona Virus.
- NMSurf has recently doubled and are actively continuing to double bandwidth at all our sites which should help alleviate any slowdowns.
- NMSurf currently does not have data caps.
- **Contact:** Phone – 505.913.1566  
Albert Catanach  
[albert@cnsurf.com](mailto:albert@cnsurf.com)  
Bryan Catanach  
[bryan@cnsurf.com](mailto:bryan@cnsurf.com)

**Plateau** <https://www.plateautel.com/>

**Given the coronavirus pandemic and its impact on American society, Plateau pledges to do the following for a minimum of the next 60 days:**

- Plateau will not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic.
- Plateau will not charge any late fees to any residential or business customers that are impacted by the coronavirus pandemic.
- Plateau will offer a 25% discount for a maximum of 60 days, for Internet and voice services to any residential or small business customers who have experienced a significant financial impact, such as loss of income, due to the coronavirus pandemic. Reasonable proof of this financial impact must be provided to qualify. This request must be made no later than May 18<sup>th</sup>.
- Plateau will provide two months free service and waive all installation fees for new Internet service to any student that a school district has determined to have insufficient broadband at their home. The student's home must be serviceable with existing Plateau wired or wireless facilities. Further, this arrangement will be with the school district, not with the individual students and their families. This offer will be extended to higher education students as long as the college or university the student is attending agrees to be the fiscal agent for the student's service and has an existing billing arrangement with Plateau.

**Additionally:**

- Plateau does not place data caps on any broadband services and has no plans to do so in the future.
- Plateau works closely with the major wireless carriers and is committed to providing new backhaul services and bandwidth increases to cell towers as rapidly as possible in emergency situations. Plateau has previously done this in a very expeditious manner in emergencies such as wildfires.
- Plateau will consider providing portable computing devices and other educational materials to school districts in rural communities where the majority of students are receiving free and reduced lunches. This will be on a case by case basis depending on need.
- **Contact:** 877-752-8328

**PVT** <https://www.pvt.com/>

PVT is committing to the [FCC Keep America Connected Pledge](#). Given the coronavirus pandemic and its impact on American society, PVT pledges for the next 60 days to:

- Not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- Offer free Wi-Fi at Kith+Kin Roasting Co for public use.

PVT is going beyond what the FCC has asked by offering free broadband for 60 days to households with K-12 and/or college students who do not already have PVT Internet and are within the PVT service area. Installation fees will be waived for new student households. As always, PVT does not have data caps for any users. To enroll, call 575-748-1241.

PVT's program information can also be found on PVT's website at: <https://www.pvt.com/pvt-is-offering-free-access-to-pvt-broadband-and-wi-fi-for-60-days-for-new-student-households-and-more/>

As a cooperative, PVT's mission is to improve the quality of life in the communities we serve. PVT will continue to closely monitor this dynamic situation and respond as needed to continue delivering reliable internet to our communities.

**Sacred Wind Communications:** <https://sacredwindcommunications.com/>

- Sacred Wind will boost broadband speeds to 25/3 Mbps for all current customers subscribing below that threshold at no extra charge to the customer, where facilities and capacities allow. By doing so, we aim to facilitate access to telemedicine, teleworking and online learning for students impacted by school closures.
- Sacred Wind will not terminate services and waive late fees for residential and small business customers who experience hardships due to the current crisis.
- Sacred Wind will install one or more WiFi hotspots in McKinley County as needed and within line of sight of our current wireless infrastructure for emergency response or medical testing sites.
- Sacred Wind will increase the capacity of our broadband service to 100 Mbps at no extra charge to the Gallup/McKinley County Chamber of Commerce, serving as a crisis clearing house for the Gallup/McKinley County business community.
- Sacred Wind will deliver emergency voice recorded messages, when deemed necessary, in both English and Navajo over our voice phone network to over 3,000 customers in our Network, mainly Navajo tribal members.
- **Contacts:**  
Neo Nicolaou [nnicolaou@sacredwindnm.com](mailto:nnicolaou@sacredwindnm.com)  
John Badal – [jbadal@sacredwindnm.com](mailto:jbadal@sacredwindnm.com)

**T-Mobile in New Mexico:** <https://www.t-mobile.com/>

To assist with Education and at Home Learning, T-Mobile is dedicated to assisting education with wireless hotspots to include Unlimited Data options. Please consider the following options:

- Option #1----- \$10 a month for 20 GB high speed with a \$36 one time cost for the hotspot (50% discount)
- Option #2 ----\$20 a month with Unlimited LTE high speed data, free hotspot

Based on these provided plans approved through T-Mobile Leadership, there will be a 12 month agreement to support providing no cost hotspot equipment.

- Contact:  
Chad Sundloff - [chad.sundloff@t-mobile.com](mailto:chad.sundloff@t-mobile.com)

**Tularosa Basin Telephone Company:** <https://www.tbtc.net/>

- Tularosa has signed and is implemented FCC Chairman Pai's, "[Keep America Connected Pledge](#)" (see below)
  - Pledge: <https://www.fcc.gov/document/chairman-pai-launches-keep-americans-connected-pledge>
- Contact  
Josh Beug [jbeug@tbtc.net](mailto:jbeug@tbtc.net)



**Western New Mexico Communications** <https://www.wnmc.com/response-to-covid-19/>

WNM Communications is taking the following action to ensure uninterrupted connectivity for everyone in our community that needs it:

- **No Disconnects or Late Fees:** With the current pandemic if you find yourself in financial trouble and unable to pay your bill, we are here to help you. Please contact us and let us know at 800-535-2330
- **Internet service for students:** As part of our commitment to our communities, we are offering low cost internet services to families with student(s) that do not currently have internet service with us. Please contact us at 800-535-2330 for more information.
- **WiFi Free:** To assist our communities we will establish free WiFi hotspots at key locations in our service area where you can stay in your vehicle to maintain social distancing and access the internet.
- Please contact us at 800-535-2330 or visit our website for more details.

<https://www.wnmc.com/response-to-covid-19/>

**Windstream** <https://www.windstream.com>

In order to meet the needs of our most vulnerable neighbors during the COVID-19 response, Kinetic by Windstream is offering discounts to any new Kinetic Internet customer who qualifies for Lifeline benefits.

This offer is being made available to assist Lifeline customers who need fast, reliable Internet during this time when a home connection is necessary for work, school and other online activities.

Kinetic by Windstream is proud to participate in Lifeline, a program offered by the Federal Communications Commission providing monthly credits for communication services.

- Customers who are currently eligible for Lifeline may access their qualification code via the Lifeline verifier database.
- Customers that have not registered for Lifeline can do so online.
- To determine Lifeline eligibility and to obtain a qualification code, visit <https://www.lifelinesupport.org/>.

**Kinetic Internet offer for Lifeline-qualified new customers:**

- First two months FREE;
- \$50 activation fee waived;
- No contract term commitment;
- No data caps; and
- Lifeline qualification code required.

## **National Internet Service Providers from State Educational Technology Directors Association.**

Check <https://www.setda.org/priorities/equity-of-access/digital-equity/programs/>

**Federal Communications Commission: Chairman Pai Launches the KEEP AMERICANS CONNECTED PLEDGE** – Pai Calls on Broadband and Telephone Service Providers to Promote Connectivity for Americans Impacted by the Disruptions Caused by the Coronavirus Pandemic. Chairman calls on company to pledge the following:

- not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- open its Wi-Fi hotspots to any American who needs them.

## **Corporate Initiatives**

### **AT&T**

- **Access from AT&T**, AT&T offers low-cost wired home internet service to qualifying residents who participate in **SNAP**. Service options range from \$5 – \$10 per month.
- **COVID-19 Special Offering**: AT&T said its waiving of usage policies applies to both its Internet wireline and fixed wireless Internet customers. The telco is also offering Cisco Webex Meetings for 90 days to businesses, universities and schools, and is crediting wireless customers for charges incurred while in **CDC Level-3 countries** where AT&T offers service.

### **Comcast:**

- **COVID-19 Special Offering**: New policies for the next 60 days (For more information and updates from Comcast related to Coronavirus, visit: <http://www.comcastcorporation.com/COVID-19/>)
- Xfinity WiFi Free For Everyone
- Pausing Our Data Plan
- No Disconnects or Late Fees
- Internet Essentials Free to New Customers
- News, Information and Educational Content on X1 and Flex
- 24x7 Network Monitoring

### **CenturyLink:**

- CenturyLink will provide discounted Home internet service for \$9.95/month.
- **Internet Essentials from Comcast**. Comcast offers internet service for \$9.95/month to households that have at least one child who qualifies for the National School Lunch Program.

**Kajeet**: Kajeet SmartSpots allow educators to provide students CIPA-compliant, 4G-LTE internet access outside the classroom so they can complete their required assignments and homework. Kajeet also offers SmartBus, Wi-Fi internet access on the bus. In 2019, Kajeet launched the **#ConnectEdNow** campaign as a

carrier-agnostic nationwide campaign in partnership with districts and states to connect all students caught in the Homework Gap.

- **COVID-19 Special Offering: 4G LTE Hotspot Devices for Distance Learning**

**Lifeline:** The FCC's Lifeline program provides millions of families with discounted monthly telephone service. On March 31, 2016, the FCC voted to modernize the program to include broadband access. For the first time, Lifeline will support stand-alone broadband service as well as bundled voice and data service packages to help provide low-income Americans with access. In addition, for the first time, Lifeline has an option to purchase for an entire building. Plus, the FCC is developing a Digital Inclusion Plan. As of 17 March 2020 Lifeline's Recertification and Reverification has been waived for 60 days that will assist low income folks.

**Microsoft Airband Initiative:** Microsoft as established partnerships in 16 states that will bring broadband connectivity to more than 1 million rural residents who currently lack access. Through these partnerships, they have demonstrated that fixed wireless technologies including TV white spaces technologies, alongside traditional fiber optic and satellite coverage, can be the most cost-effective way to expand broadband availability in rural communities.

**Mobile Beacon:** Mobile Beacon provides 4G LTE internet service, [technology grants](#), and [device donation programs](#) to schools, libraries, and nonprofits. By significantly lowering the cost of mobile broadband access, schools and other anchor institutions have been able to create hotspot lending programs, deploy WiFi on school buses, and enable anytime/anywhere access with uncapped data plans to support learning on and off campus. Recent research papers are available to provide more information about how this service has benefited [schools](#) as well as [students and their families](#) previously on the wrong side of the digital divide.

- **COVID-19 Special Offering:** Mobile Beacon customers may utilize Sprint's free content filtering tool. Additional information can be found under the [FAQ section of our website](#).
- **Spectrum Internet Assist.** Qualified households can receive high-speed 30 Mbps Internet with no data caps and in-home Wi-Fi for an additional \$5 per month. A member of the household must be a recipient of the National School Lunch Program (NSLP) or Supplemental Security Income ( ≥ age 65 only).
- **Sprint 1 Million Project.** The project aims to help 1 million high school students who do not have reliable Internet access at home by giving them mobile devices and free high-speed Internet access.
- **T-Mobile** -The EmpowerED 2.0 program aims to narrow America's digital divide by providing wireless devices and service plans to eligible schools and their students.

### **Non-Profit Organizations**

- **Connected Nation** provides resources to help states and communities create and implement solutions to their broadband and digital technology gaps. Connected Nation develops public-private partnerships to bring technology access to targeted geographies and populations.
- **EveryoneOn** helps bring low-cost internet service and affordable devices to those who need it. EveryoneOn works with a wide range of Internet Service Providers (ISPs) and device providers to feature their low-cost solutions on our platform. [List of ISP Partners](#).

- **National Collaborative for Digital Equity (NCDE)** works to eliminate the digital divide as a barrier to economic and educational opportunity. Specifically, they work to assist learners to develop the skills for lifelong learning and living wage career opportunity by supporting the use of Community Reinvestment Act funding for digital equity.
- **SHLB** works to ensure that every community has affordable, high-capacity broadband connectivity to the internet through its community anchor institutions (CAIs). The ABC program recommends policy measures to encourage all broadband providers to deploy fiber and wireless broadband networks efficiently and to make those services available to the public at affordable prices through community anchor institutions.